

Little Traverse Bay Bands of Odawa Indians
Job Posting

Job Title: CONTRACT HEALTH FRONT DESK ASSISTANT
Department: LTBB Health Department
Reports to: Assistant Health Director / Health Director
Status: Non-Exempt
Salary: \$11.85 to \$16.03 per hr. / (\$24,648-\$33,342) Annual
Level: 2
Opens: October 3, 2014
Closes: October 24, 2014

SUMMARY

Position is responsible for patient registration and eligibility update duties for the LTBB Contract Health Services, through frontline interaction with patient and clients via the Contract Health Services front office. Serves as the frontline representative of Contract Health by answering the phone and greeting patients and clients at the front office window. Assists with patient registration into the RPMS computer system and eligibility updates, contract health referrals, and prescription authorizations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following (Other duties may be assigned):

- Provide excellent customer service to clients and vendors and fellow employees, and represent LTBB Health Department in professional, positive manner.
- Answers incoming phone calls for Contract Health and monitors messages and returns calls in a timely manner. Maintains phone call logs to track all phone calls.
- Receive requests for medication refills; verify eligibility; send authorizations to the appropriate pharmacy.
- Responsible for logging and filing Contract Health Services mail on a daily basis.
- Completes and updates Patient Registrations in to the RPMS system, including complete insurance information and required documentation, and update patient status appropriately.
- Enters referrals received from the clinic into the RCIS system for Managed Care review, as requested.
- Provides assistance to patients in applying for alternate medical payer resources that they may be eligible for.
- Files documents in patient CHS files and on computer system.
- Abides by HIPPA policies pertaining to protected, personal health information keeping it in strictest confidence as required by law.
- Assists patients with referrals to other health services as necessary.
- Serves patients by answering questions about LTBB health services policies, processes and eligibility.
- Assists dental clinic with phones when needed and requested by supervisor.
- Contributes to Health Department operations by adhering to departmental policies and procedures.

EDUCATION and/or EXPERIENCE

One year completed college courses and High School Diploma/GED, and minimum one year office experience required where frontline customer service was part of the position. Prefer experience in a health services field. Must have experience answering phones and multitasking in a detail oriented, fast-paced work environment.

SKILLS AND ABILITIES

Must be able to manage multi-line phone effectively.

Must be able to multi-task and thrive in fast paced, busy working environment.

Must have utmost attention to detail.

Must be able to establish and maintain working relationships with clients and the public.

Must be friendly and personable and have excellent phone skills.

Must be able to communicate verbally in a clear and confident manner.

Must be computer proficient and have demonstrated typing and data entry skills (minimum 60 wpm).

Must be able to accept constructive feedback and have positive working attitude.

Must be able to travel for training and conferences.

Must be willing to flex their schedule if the needs of the department require it.

CERTIFICATES, LICENSE, REGISTRATIONS

Must have a valid Michigan driver's license, reliable transportation and have an insurable driving record.